

IN THE CLAIMS

Please amend the claims as follows:

1. (previously presented) A system for electronic communication management comprising:
 - a contact center configured to send and receive communications;
 - a modeling engine configured to analyze a communication received by the contact center and determine an intent of the received communication;
 - an adaptive knowledge base configured to store models; and
 - a feedback module configured to analyze a response to the received communication and provide feedback to the modeling engine, which uses the feedback to update the models in the adaptive knowledge base.
2. (original) The system of claim 1, wherein the contact center is configured to send and receive communications via text-based communication channels.
3. (currently amended) The system of claim 1, wherein the contact center is configured to send and receive communications via [[a]] voice-based communication channels.
4. (currently amended) The system of claim 1, wherein the contact center is configured to receive text communications ~~containing~~ comprising natural language.
5. (currently amended) The system of claim 4, wherein the modeling engine ~~includes~~ comprises a natural language processor configured to analyze the text communications to identify concepts.
6. (original) The system of claim 5, wherein the natural language processor performs a morphological analysis of the text communications.

7. (original) The system of claim 5, wherein the natural language processor performs a semantic analysis of the text communications.
8. (currently amended) The system of claim 5, wherein the natural language processor ~~includes~~ comprises a lexical knowledge base.
9. (currently amended) The system of claim 1, further comprising an automatic response module ~~that generates the~~ configured to generate responses to the received communications.
10. (currently amended) The system of claim 1, wherein the responses to the received communications ~~[[are]]~~ comprise communications generated by agents.
11. (currently amended) The system of claim 1, wherein the contact center ~~converts~~ is configured to convert received communications into a universal data model format.
12. (currently amended) The system of claim 1, further comprising an audit module ~~that monitors~~ configured to monitor responses generated by agents for quality.
13. (currently amended) The system of claim 12, wherein the audit module ~~produces~~ is configured to generate an audit result that is fed back to the modeling engine.
14. (currently amended) The system of claim 1, wherein each of the models in the adaptive knowledge base ~~includes~~ comprises an accuracy gauge ~~that is~~ configured to be updated by feedback.
15. (currently amended) The system of claim 14, wherein the adaptive knowledge base ~~includes~~ comprises models for active concepts and models for inactive concepts.

16. (original) The system of claim 15, wherein the models for active concepts become inactive when they have a sufficiently low accuracy rating.
17. (original) The system of claim 15, wherein the models for inactive concepts become active when they have a sufficiently high accuracy rating.
18. (original) The system of claim 1, wherein the models in the adaptive knowledge base are organized into categories and the categories are associated with branches.
19. (currently amended) The system of claim 18, wherein the modeling engine ~~modifies~~ is configured to modify the branches in the adaptive knowledge base using the feedback from the feedback module.
20. (currently amended) The system of claim 18, wherein hierarchies of the branches in the adaptive knowledge base ~~[[are]]~~ comprise manually created ~~manually~~ hierarchies.
21. (currently amended) The system of claim 18, wherein hierarchies of the branches in the adaptive knowledge base ~~[[are]]~~ comprise automatically created ~~automatically~~ hierarchies.
22. (original) The system of claim 18, wherein the branches in the adaptive knowledge base have associated rules.
23. (currently amended) The system of claim 1, wherein the modeling engine ~~includes~~ comprises a statistical modeler ~~that creates~~ configured to create the models and ~~performs~~ perform relationship algebra using the models.
24. (original) The system of claim 1, wherein the modeling engine is configured to automatically ~~retrieves~~ retrieve data based on the intent of the received communication.

25. (original) The system of claim 24, wherein an automatic response module supported by the modeling engine generates a response to the received communication using the retrieved data.
26. (original) The system of claim 24, wherein an agent composes a response to the received communication using the retrieved data.
27. (currently amended) The system of claim 1, wherein the modeling engine ~~supports~~ is configured to support an application specific module.
28. (original) The system of claim 27, wherein the application specific module is an automatic response module.
29. (original) The system of claim 27, wherein the application specific module is an expertise routing module.
30. (original) The system of claim 27, wherein the application specific module is an automatic task prioritization module.
31. (currently amended) The system of claim 27, wherein the application specific module is a content filter module ~~that filters~~ configured to filter content of agent-generated responses.
32. (original) The system of claim 27, wherein the application specific module is a business process automation module.
33. (original) The system of claim 27, wherein the application specific module is a workflow application.

34. (original) The system of claim 27, wherein the application specific module is a Frequently Asked Questions module.
35. (currently amended) The system of claim 27, wherein the application specific module ~~generally classifies~~ is configured to generally classify the received communications according to content.
36. (original) The system of claim 2, further comprising a digital signal processing module configured to process received voice communications.
37. (currently amended) The system of claim 36, wherein the digital signal processing module ~~categorizes~~ is further configured to categorize the received voice communications according to acoustical content of the received voice communications.
38. (original) The system of claim 1, wherein the feedback module is further configured to support multiple feedbacks to a single received communication.
39. (currently amended) The system of claim 1, wherein the received communications ~~include~~ comprise documents.
40. (original) The system of claim 39, wherein a statistical matching value between the documents and the models is evaluated by a calculated statistical likelihood value.

41. (currently amended) A method for managing electronic ~~communication management~~ communications in a computer network, the method comprising ~~the steps~~ of:

receiving a communication over the computer network;

analyzing the communication at a computer coupled ~~attached~~ to the computer network to determine an intent of the communication;

generating ~~predicting~~ a predicted response to the communication based on the intent of the communication, ~~producing a predicted response~~;

~~preparing a~~ generating an actual response to the communication, ~~producing an actual response~~; and

comparing the actual response to the predicted response to improve subsequent predicted responses to communications received over the computer network ~~predictions~~.

42. (currently amended) The method of claim 41, further comprising ~~the step of~~ routing the communication based on semantical content of the communication.

43. (currently amended) The method of claim 41, wherein the communication comprises a communication ~~[[is]]~~ expressed in natural language.

44. (currently amended) The method of claim 41, wherein generating a predicted ~~the step of predicting~~ a response to the communication comprises ~~includes~~ comparing the communication to a model.

45. (currently amended) The method of claim 41, wherein generating an actual ~~the step of preparing a~~ response is performed by an automatic response module.

46. (currently amended) The method of claim 41, wherein generating an actual ~~the step of preparing a~~ response is performed by an agent.

47. (currently amended) The method of claim 41, wherein the communication ~~[[is]]~~ comprises a text communication comprising ~~containing~~ natural language.
48. (currently amended) The method of claim 47, wherein ~~the step of~~ analyzing the communication comprises ~~includes~~ morphological analysis or ~~[[and]]~~ semantic analysis.
49. (currently amended) The method of claim 41, wherein generating a predicted ~~the step of predicting a~~ response to the communication comprises ~~includes~~ comparing the communication to a set of models that correspond ~~corresponds~~ to a category related to the intent of the communication.
50. (currently amended) The method of claim 41, wherein ~~the step of~~ comparing the actual response and the predicted response ~~produces~~ generates feedback that is used to modify a model.
51. (currently amended) The method of claim 50, wherein if the actual response is substantially similar to ~~the same as~~ the predicted response, the generated feedback is positive, and if the actual response is substantially different from the predicted response, the generated feedback is negative.
52. (currently amended) The method of claim 41, wherein the communication comprises ~~[[is]]~~ a voice communication expressed in natural language.
53. (currently amended) The method of claim 52, wherein ~~the step of~~ analyzing the communication comprises ~~includes~~ digital signal processing of the voice communication.

54. (currently amended) The method of claim 53, wherein generating the predicted ~~the step of predicting a~~ response to the communication comprises ~~includes~~ categorizing the voice communication based on acoustical content of the voice communication.

55. (currently amended) A method for processing a relationship event in a computer network, the method comprising ~~the steps of~~:

receiving the relationship event over the computer network;

analyzing the relationship event at a computing device coupled ~~computer attached~~ to the computer network to identify concepts in the relationship event;

building an event model of the relationship event using the identified concepts;

mapping the event model to models in a knowledge base to produce ~~generate~~ category scores; and

routing the relationship event over the computer network for action based on the category scores.

56. (currently amended) A computer-readable medium having a program embodied thereon ~~a program~~, the program being executable by a computer to perform a method ~~steps~~ for electronic communication management, the method ~~steps~~ comprising:

receiving a communication;

analyzing the communication to determine an intent of the communication;

generating ~~predicting~~ a predicted response to the communication based on the intent of the communication, ~~producing a predicted response~~;

generating ~~preparing~~ a an actual response to the communication, ~~producing an actual response~~; and

comparing the actual response and the predicted response to improve subsequent predicted responses to communications ~~predictions~~.

57. (currently amended) The computer-readable medium of claim 56, wherein ~~the step of~~ comparing the actual response and the predicted response occurs in real time.

58. (currently amended) The computer-readable medium of claim 56, wherein ~~the step~~
~~of~~ comparing the actual response and the predicted response occurs off-line.

59. (currently amended) A computer-readable medium having a program embodied
thereon ~~a program~~, the program being executable by a computer to perform a method
~~steps~~ for processing a relationship event, the method ~~steps~~ comprising:

receiving the relationship event;

analyzing the relationship event to identify concepts in the relationship event;

building an event model of the relationship event using the concepts;

mapping the event model to models in a knowledge base to ~~produce~~ generate
category scores; and

routing the relationship event for action based on the category scores.

60. (currently amended) A system for electronic communication management,
comprising:

means for receiving a communication;

means for analyzing the communication to determine intent;

means for predicting a response to the communication based on the intent,

~~producing~~ generating a predicted response;

means for preparing a response to the communication, ~~producing~~ generating an
actual response; and

means for comparing the actual response and the predicted response to improve
subsequent predictions.

61. (currently amended) A system for electronic communication management,
comprising:

a contact center configured to send and receive communications via at least one communication channel ~~channels including telephone, facsimile, electronic mail, web forms, chat, and wireless;~~

a modeling engine configured to analyze a received communication to determine an intent, and further configured to retrieve data related to the intent;

an adaptive knowledge base configured to store models; and

a feedback module ~~that compares~~ configured to compare a response predicted by the modeling engine in conjunction with the models in the adaptive knowledge base and an actual response to the received communication to generate feedback, the feedback being used to update the models in the adaptive knowledge base such that the system learns from each received communication.

62. (original) The system of claim 61, wherein the modeling engine gains knowledge from communications on one communication channel and applies the knowledge to communications on another communication channel.

63. (currently amended) A method for computerized analysis of communications using computer-generated adaptive models, comprising ~~the steps of~~:

- receiving a communication;
- analyzing content of the communication on a computer to identify at least one concept of the communication;
- creating a model of the communication using the at least one concept;
- comparing the model of the communication to a set of adaptive models to ~~produce~~ generate a predicted response to the communication;
- ~~preparing~~ generating an actual response to the communication;
- comparing the predicted response and the actual response to ~~produce~~ generate feedback; and
- using the feedback to modify at least one of the set of adaptive models such that the set of adaptive models learns with each received communication.

64. (currently amended) The method of claim 63, wherein ~~the step of~~ comparing the predicted response and the actual response occurs in real time.

65. (currently amended) The method of claim 63, wherein ~~the step of~~ using the feedback to modify at least one of the set of adaptive models occurs in real time.

66. (currently amended) The method of claim 63, wherein ~~the step of~~ comparing the predicted response and the actual response occurs while further communications are being received.

67. (currently amended) The method of claim 63, wherein ~~the step of~~ using the feedback to modify at least one of the set of adaptive models occurs while further communications are being received.

68. (currently amended) The method of claim 63, wherein the content of the communication ~~[[is]]~~ comprises content expressed in a natural language.
69. (currently amended) The method of claim 63, wherein the content of the communication comprises ~~includes natural language and~~ metadata.
70. (currently amended) The method of claim 63, wherein the content of the communication comprises ~~includes natural language and~~ structured information.
71. (currently amended) The method of claim 63, wherein the communication ~~[[is]]~~ comprises a text communication.
72. (currently amended) The method of claim 63, wherein the communication ~~[[is]]~~ comprises a voice communication.
73. (currently amended) A system for electronic communication management, comprising:
- a contact center configured to send and receive communications;
 - an adaptive knowledge base configured to store models;
 - a modeling engine configured to analyze a received communication to determine an intent, to prepare a model of the communication based on the intent, and to compare the model of the communication with the models stored in the adaptive knowledge base to ~~produce~~ generate a predicted response; and
 - a feedback module configured to compare the predicted response with an actual response to the received communication to generate feedback used by the adaptive knowledge base to modify at least one model such that the system learns from the received communication.

74. (currently amended) The system of claim 73, wherein a human agent ~~produces~~ generates the actual response to the received communication.

75. (previously presented) The system of claim 73, wherein the adaptive knowledge base modifies at least one model in response to each communication received by the contact center such that the system learns from each received communication.

76. (previously presented) The system of claim 73, wherein the modeling engine is further configured to determine a plurality of intents in the received communication.

77. (previously presented) The system of claim 76, wherein the modeling engine is further configured to determine an explicit intent and an implicit intent in the received communication.

78. (currently amended) A method for real-time learning in a computerized communication management system, comprising ~~the steps of:~~
receiving a communication;
creating a model of the communication on a computer;
comparing the model of the communication to a set of adaptive models to ~~produce~~ generate a predicted action in response to the communication;
comparing the predicted action with an actual action in response to the communication to ~~produce~~ generate feedback; and
updating the set of adaptive models according to the feedback.

79. (currently amended) The method of claim 78, wherein if the predicted action is substantially ~~matches~~ similar to the actual action, the feedback is positive and an accuracy rating of a model in the set of adaptive models that ~~produced~~ generated the predicted action is increased.

80. (currently amended) The method of claim 78, wherein if the predicted action substantially differs from the actual action, the feedback is negative and an accuracy rating of a model in the set of adaptive models that ~~produced~~ generated the predicted action is decreased.

81. (currently amended) The method of claim 78, wherein if the predicted action substantially differs from the actual action and if a model that is substantially ~~matches~~ similar to the actual action exists in the set of adaptive models, then the feedback is negative for a model in the set of adaptive models that ~~produced~~ generated the predicted action and the feedback is positive for the model that is substantially ~~matches~~ similar to the actual action.

82. (currently amended) A method for real-time ~~learning~~ modeling of communications in a computerized communication management system, comprising ~~the steps of:~~
receiving a communication;
creating a model of the communication on a computer;
comparing the model of the communication to a set of adaptive models to determine a category for the communication;
comparing the determined category with an actual category for the communication to ~~produce~~ generate feedback; and
updating the set of adaptive models according to the feedback.